

Town of Milton

*115 Federal Street
Milton, DE 19968*



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Phone: 302-684-4110

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Job Title:	<u>Office Assistant/ Receptionist</u>	Reports to:	<u>Town Clerk</u>
Classification:	<u>Non-Exempt</u>	Hours:	<u>40 hrs/week; including some</u>
Pay Grade:	<u>2</u>		<u>Saturdays</u>
Prepared by:	<u>Kristy Rogers</u>	Approved by:	<u>Town Council</u>
Date Approved:	<u>October 7, 2019</u>	Last Revision Date:	<u>January 21, 2015</u>

SUMMARY:

The Office Assistant/Receptionist is responsible for providing secretarial and clerical support in order to ensure that municipal services are provided in an effective and efficient manner. The position requires the ability to communicate information from the Town Charter, Codes, and policies to businesses, citizens, and employees. This position takes direction primarily from and reports initially to the Town Clerk or, in the Town Clerk's absence, the Town Manager. This position is one of the initial contacts for the public to the Town Council and Town Manager. This position requires the ability to sit at a workstation for extended periods, to assist the public at the front desk, and to ascend and descend stairs to access Town records, stock supplies, and file records.

PRIMARY RESPONSIBILITIES:

1. Greets visitors entering Town Hall, determines the nature and purpose of visit, ensures sign in, and directs visitors to a specific destination when necessary.
2. Provides information in person, by telephone or email, to answer routine and general inquiries, refers callers to appropriate department or agency, and takes messages when necessary.
3. Responds to all inquiries in a courteous manner, provides information within the scope of knowledge and authority, and refers to a higher classification employee, as applicable.
4. Collects, sorts, distributes, and prepares mail, messages, and courier deliveries.
5. Coordinates and communicates with outside agencies for Town functions, including but not limited to: waste/recycle collection, mosquito control, and permits/licenses.
6. Assists in the mailing of the quarterly tax and utility billings.
7. Coordinates and oversees the Town Park Rental Schedule.
8. Assists in voter registration as directed by the Town Clerk and/or Town Manager.

9. Logs complaints, works orders, and Freedom of Information Act requests on tracking spreadsheets, assigns to appropriate person/department, and closes log out in the Excel Tracking spreadsheet, when complete.
10. Files, scans, and maintains records.
11. Transmits information and documents to customers using a computer, mail, email, scanning, or facsimile machine.
12. Performs basic clerical tasks and operates basic office equipment.
13. Distributes building permit information and business/rental licenses, politely assists the public in completing applications for permits or licenses, reviews applications to ensure they are complete, and provides basic information on permit application requirements, general procedures for processing, and permit/license fees.
14. Maintains and updates contact information within the Edmunds database to support communication.
15. Provides assistance to Town Hall staff members, as assigned by the Town Clerk and works closely with other staff to ensure adequate administrative coverage is maintained at all times.
16. Provides assistance to the Accounting Clerk to process property owner requests and account transfers, when assigned.
17. Assists in the processing of business and rental license renewals.
18. Assists in the collection of delinquent accounts.
19. Researches and analyzes data to determine answers to questions and requests.
20. Adheres to all Town policies, procedures, ordinances, and the Town Charter and Codes.

ADDITIONAL RESPONSIBILITIES:

1. Within the 180-day probationary period, must acquire considerable knowledge of the Town's functions, policies/procedures, and applicable ordinances and Charter provisions.
2. Assures neatness of the Town Hall front offices and lobby area.
3. Assures Town supplies are appropriately stocked.
4. Must maintain files in an organized manner.
5. Must keep work area in a clean and organized manner.
6. Must maintain a professional appearance and provide a positive "company" image to the public.
7. May be called to perform work of higher classified positions, as assigned.
8. May be called to perform other related duties as assigned by the Town Clerk or designee.

AMERICAN WITH DISABILITIES ACT REQUIREMENTS:

This is light work requiring the exertion of up to fifteen (15) pounds of force occasionally, up to ten (10) pounds of force frequently and a negligible amount of force constantly to move objects. The work requires: the constant ascent and descent of self within buildings; positioning self to move about work space and places of inspection, handling of job responsibilities; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring

devices, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work and observing general surroundings and activities.

KNOWLEDGE, SKILLS, & ABILITIES:

1. Knowledge of and ability to use office equipment (including but not limited to: computer, facsimile machine, scanner, telephone, and copier) as necessary for the processing of permits and licenses, for business correspondence and for internal and external reporting needs.
2. Strong verbal and written communication skills.
3. Skills of personal computer use, including Microsoft Office and Excel for word processing and spreadsheets, is required.
4. The ability to meet expectations of compliance with established Personnel Policies and Procedures, to demonstrate consistent, timely attendance and to follow safe work practices is required.
5. The ability to be detail-oriented and accurate is necessary.
6. The ability to use good judgment in the completion of a variety of work situations is necessary.
7. The ability to organize, multi-task, and plan work to meet deadlines is necessary.

EDUCATION/QUALIFICATIONS:

Position requires a high school diploma or equivalent education, and at least one year experience in a similar job position.

ADDITIONAL REQUIREMENTS:

1. Employee must be a United States citizen or otherwise eligible to be employed under the Immigration Reform and Control Act and provide documents required for the completion of an I-9 form on the first day of employment.
2. Employee must be licensed to operate a motor vehicle in the State of Delaware at all times during the term of employment.
3. Meets all requirements of and obtains a State of Delaware Notary Public Commission within the 180-day probationary period.
4. Must be able to meet eligibility for bonding, in accordance with the Town Charter.
5. Employee must be able to communicate effectively through the reading, writing and speaking of the English language.
6. Knowledge of and experience with the Edmunds Municipal Government program is preferred, but not required.
7. Pre-employment drug testing is required. Employees are subject to post-incident drug and alcohol testing, as well as random drug and alcohol testing as required for risk management.
8. Direct deposit of employee pay is required.
9. Must have experience with business correspondence and the ability to proofread for grammar, spelling, and punctuation with a high degree of accuracy.

10. Must maintain a professional appearance and providing a positive company image to the public.
11. Experience in public service is preferred, but not required.

By signing this document I am agreeing to the statements contained in this job description. These statements reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

Employee Signature

Date